



Gearing Up For Your Transitions

LESSON PLAN- Calling 911

Example of a 911 phone call and a script for teacher/ student use.

Let the student know that depending on the emergency the questions from the dispatcher could be different from the ones on the script.

Student dials "911."

Operator: 911. What is your emergency?

Caller: States the type of emergency.

Operator: What is your name?

Caller: Gives first and last name.

Operator: What is the phone number you are calling from?

Caller: Gives phone number. Say "pay phone, cell phone, home phone."

Operator: Where is the _____?

(fire, accident, medical emergency etc.)

Caller: Street address or general location.

Operator: What are the nearest cross streets? (if street address is given)

Caller: House number and street and city.

OK to give street only but must include a cross street and city.

Operator: How many cars involved? (car accident picture prompt)

or

Operator: Is anyone hurt? (applies to all emergencies)

Caller: Tells number of cars OR answers Yes/No re: injured persons.

Operator: OK, _____ . We'll send _____ right away.

(student's name)

(e.g. an ambulance)

Discuss the Delaware Emergency Preparedness Voluntary Registry for citizens with special need. They can be registered at www.de911assist.delaware.gov

Practice Script –without “Caller” responses

Have student practice this possible script so they know how to make the call properly.
Student dials “911.”

Operator: 911. What is your emergency?

Caller: _____
(car accident, fire, poison, snake bite, etc.)

Operator: What is your name?

Caller: _____

Operator: What is the phone number you are calling from?

Caller: _____

Operator: Where is the _____? alt: Where are you?
(medical emergency, fire, accident, etc.)

Caller: _____
Address number, street name, city

Operator: What are the nearest cross streets?

Caller: _____

Operator: How many cars involved?

Caller: _____

Operator: Is anyone hurt?

Caller: _____

Operator: OK, _____. We'll send _____ right away.
(student's name) (e.g. an ambulance, fire truck, police)